WebAgent
Web-based Motor Vehicle Registration and Titling

County Tax Assessor-Collector
Error Codes

The following is a complete list of errors for WebSub. County TAC staff processing renewals will see the actual error description, which is indicated in all CAPS. Agents will see many of the same messages in CAPS except where indicated in parenthesis with the word Agent - followed by the reworded message.

Example: The TAC Location will see the error message of 2301 NO RECORD FOUND. The Agent will see: 2301 No record found. Please refer your customer to their local county tax office.

ERROR NUMBER	MESSAGE
2101	MOTOR VEHICLE DATABASE IS UNAVAILABLE, YOUR REQUEST CANNOT BE PROCESSED AT THIS TIME. (Agent – Motor Vehicle Database is unavailable, your request cannot be processed at this time.)
2300	GENERAL WEBAGENT ERROR.
2301	NO RECORD FOUND. (Agent - No record found. Please refer your customer to their local county tax office.)
2302	MULTIPLE RECORDS. (Agent - Please refer your customer to their local county tax office.)
2303	LAST 4VIN DOES NOT MATCH.
2304	RENEWAL FROM UNSUPPORTED COUNTY. (Agent - Please refer your customer to their local county tax office.)
2305	RENEWAL MUST BE SCANNED.
2306	RENEWAL TOO FAR IN ADVANCE.
2307	EXPIRED BEYOND ACCEPTABLE PERIOD. (Agent - Please refer your customer to their local county tax office.)
2308	HARD STOP EXISTS. (Agent - Please refer your customer to their local county tax office.)
2309	TRANSACTION IN PROCESS. (Agent - Please refer your customer to their local county tax office.)
2310	DOCTYPECD INELIGIBLE. (Agent - Please refer your customer to their local county tax office.)
2311	RENEWAL NOT AUTHORIZED. (Agent - Please refer your customer to their local county tax office.)
2312	GROSS WT GREATER THAN OR EQUAL TO 55000 LBS. (Agent - Please refer your customer to their local county tax office.)
2313	REGCLASSCD NOT ELIGIBLE. (Agent - Please refer your customer to their local county tax office.)

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2314	LOCATION NOT AUTHORIZED TO ISSUE INVENTORY. (Agent - Please refer your customer to their local county tax office.)
2315	ERROR GENERATING RENEWAL RECEIPT.
2317	WEB AGENT AUTHORIZATION FAILURE.
2319	RENEWAL MUST BE ENTERED VIA KEYBOARD.
2320	OVER 1000 BATCH ROWS RETURNED. PLEASE REFINE SEARCH CRITERIA.
2321	WEB AGENT AUTHENTICATION ERROR. (Agent - Authentication error, if you continue to have trouble logging in please contact your local county tax office.)
2322	START AND END DATE ARE OVER 30 DAYS APART.
2323	INVALID RENEWAL LOOKUP REQUEST.
2332	RTS APPROVAL NOT SUCCESSFUL.
2334	INVALID WEB AGENT TRANSHDR.
2336	WEB AGENT TRANSACTION NOT AVAILABLE TO VOID.
2337	ACCEPTED WEB AGENT TRANSACTION ALREADY EXISTS. (Agent - This renewal has already been processed.)
2338	WEB AGENT AUTHENTICATION ERROR
2339	WEB AGENT AUTHENTICATION ERROR
2341	AUTH SERVER DOWN. (Agent - Please contact your local county tax office.)
2343	CHALLENGE QUESTIONS ARE MISSING.
2344	USER IS LOCKED OUT.
2345	USERNAME AND PASSWORD ARE REQUIRED.
2346	AGENCY DELETED WITH UNSUBMITTED BATCHES. THE BATCHES ARE NOW MARKED AS SUBMITTED.
2347	RTS LOGIN INFO NOT FOUND IN LOG FUNCTION TRANS.
2348	PROXY EDIR USERID AUTHENTICATION FAILURE. PLEASE CONTACT HELP DESK. (Agent – Please contact your local county tax office.)
2349	UNKNOWN EDIR AUTHENTICATION ERROR. PLEASE CONTACT HELP DESK. (Agent – Please contact your local county tax office.)
2351	PLATE NUMBER NOT FOUND FOR THE COUNTY.
2374	AGENCY NOT AUTHORIZED TO VERIFY INSPECTION
5000	IS REQUIRED.
5001	MUST BE NUMERIC.
5002	USERNAME AND PASSWORD MUST BE ENTERED.

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5003	USERNAME MUST BE ENTERED.
5004	PASSWORD MUST BE ENTERED.
5006	PLEASE CHECK I ACCEPT OR PRESS THE CANCEL BUTTON.
5007	PLEASE ENTER THE LICENSE PLATE NUMBER.
5008	PLEASE ENTER THE LAST FOUR CHARACTERS OF THE VIN.
5009	PLEASE SCAN THE RENEWAL NOTICE BARCODE.
5010	NOT ENOUGH DATA WAS SCANNED TO PERFORM A SEARCH. PLEASE RESCAN.
5011	THE INPUT METHOD USED IS NOT VALID.
5012	THIS RENEWAL HAS ALREADY BEEN PROCESSED.
5013	PLEASE SELECT THE RESPONSE FOR CITATION ISSUED QUESTION.
5014	EXPIRED LICENSE CITATION WAS ISSUED SO RENEWAL MAY NOT BE PROCESSED.
5015	PLEASE SELECT THE APPROPRIATE RESPONSE FOR VALID INSURANCE.
5016	CANNOT PROCESS RENEWAL WITHOUT PROOF OF INSURANCE.
5017	PLEASE SELECT AN AGENCY LOCATION AND PRESS CONTINUE.
5018	USER NAME OR FIRST AND LAST NAME MUST BE ENTERED TO SEARCH.
5019	AGENCY ID, NAME, OR ZIP CODE MUST BE ENTERED TO SEARCH.
5020	NO USER WAS FOUND FOR THE CRITERIA ENTERED.
5021	FIRST NAME AND LAST NAME MUST BE ENTERED.
5023	MAX # RENEWALS IN A BATCH MUST BE FROM 1 TO 1000.
5024	AGENT IS ALREADY ASSIGNED TO THIS LOCATION
5025	LOCATION IS ALREADY ASSIGNED
5026	NO LOCATION WAS FOUND FOR THE CRITERIA ENTERED.
5027	MAX # OF DAYS FOR A BATCH MUST BE FROM 1 TO 7.
5028	PHONE NUMBER MUST BE 10 NUMERIC DIGITS.
5029	AT LEAST ONE ACTION FOR USER MUST BE SELECTED.
5030	THERE WAS A PROBLEM WITH THE {0} AS ENTERED, PLEASE RE-ENTER THE AMOUNT.
5031	THE {0} MUST BE LESS THAN $100,000; PLEASE RE-ENTER THE AMOUNT.
5033	IF USER NAME IS ENTERED, THEN FIRST AND LAST NAME MUST BE BLANK.

5034	IF LOCATION ID IS ENTERED, THEN LOCATION NAME AND ZIP CODE MUST BE BLANK.
5037	SEARCH DATES MAY NOT BE AFTER TODAY.
5044	NO RENEWALS WERE FOUND FOR THE DATE ENTERED.
5045	LAST NAME MUST BEGIN WITH A LETTER.
5046	FIRST NAME MUST BEGIN WITH A LETTER.
5047	INVALID BATCH ID ENTERED FOR FIND BATCH.
5048	NO BATCH WAS FOUND FOR THE BATCH ENTERED.
5052	RENEWAL REQUIRES AGRICULTURAL OR TIMBER PERMIT VERIFICATION, PROCESS IN RTS (Agent – Please refer your customer to their local county tax office.)
5053/5544	A NEW VEHICLE INSPECTION IS REQUIRED TO RENEW REGISTRATION
5054	PLEASE SELECT THE APPROPRIATE RESPONSE FOR PROOF OF INSPECTION
5542	INSPECTION TYPE IS INVALID
5543	INSPECTION DATE IS INVALID
5545	NO CURRENT RENEWAL NOTICE FOR VEHICLE (Agent – Please refer your customer to their local county tax office.)
5546	THE INSPECTION DATE CAN NOT BE IN THE FUTURE

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